SOBELL HOUSE WARD

Information for patients, family and friends
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This booklet is designed to be read with ‘Information for patients – Churchill Hospital’. Copies are available on the ward or from the OUH website: www.ouh.nhs.uk
**SOBELL HOUSE HOSPICE**

**Sobell House** is an NHS hospice within Oxford University Hospitals NHS Foundation Trust, specifically designed to provide care and support for patients with advanced incurable disease, along with their families. Its work is enhanced through fundraising by the Sobell House Hospice Charity.

Several teams work in the Hospice to support departments which provide care in the community and a liaison service to the rest of the Trust.

The Hospice has a Day Centre, a ward for inpatient care, and also offers both a Lymphoedema and a Bereavement Service. Staff are assisted by a large team of volunteers who contribute to the work of the Hospice each day.

Many of the benefits patients enjoy would not be possible without the help of the volunteers and the Charity. Training for healthcare professionals is delivered by the education and research team based in Sobell House Study Centre and is seen as a fundamental role of the Hospice.

**OUR COMMITMENT TO YOU**

During your time with us we aim to provide the highest standards of care and support you in your decisions regarding your treatment. We will respect your dignity, individuality and personal preferences at all times.
SOBELL HOUSE WARD

The ward has three bays with three beds in each, and 11 single side rooms. The single rooms are given to patients on the basis of their clinical need and patient preference, where possible. Each bay and side room has a door leading on to a garden area.

Our multidisciplinary team of administrators, nursing assistants, housekeepers, doctors, nurses, pharmacists, therapists, social workers and others supports patients and families during their stay on the ward.

We expect that it will take a little time to get to know the layout of the ward and the routine. Please ask staff or volunteers for any help or information you need. If you or your family would like a tour of the Hospice, please ask one of the volunteers.

Our aim

We aim to offer physical, psychological, social and spiritual care to those facing life-threatening illness, death and bereavement. In partnership with all involved, we focus on quality of life, respecting the uniqueness of each person. We also seek to contribute to the development and quality of palliative care through education and research.
SOBELL HOUSE WARD TEAM

Nurses
On each shift you will be cared for by a Registered Nurse who will be supported by a Nursing Assistant or Student Nurse. They will introduce themselves at the start of a shift and will write their names on the whiteboard in your room. Their photos can be found near the ward reception desk.

We have a system of ‘Intentional Rounding’ in place. This means that a member of your care team will check on you at least every hour to ensure you are safe, comfortable and have everything you need to hand. Nurses and Nursing Assistants work shifts. Day shifts are from 7.30am to 8.00pm. Night shifts are 7.30pm to 8.00am.

Ward Sister
The Ward Sister leads and manages the Ward with a senior team of Band 6 nurses. If you have any comments, concerns or queries please ask to speak to the Ward Sister or Shift Coordinator. The Ward Sister regularly speaks to patients on the Ward to ensure you are happy with the care you are receiving and makes changes where necessary as a result of feedback.
Senior Ward Housekeepers

Our Senior Ward Housekeepers work alongside our cleaning staff, to maintain the ward environment and ensure it is safe and that cleanliness is kept to a high standard. Please let us know if any area needs attention.

The Housekeepers will also assist patients with completing menu choices and dealing with any specific menu requests. Patients who need assistance with feeding are given a red tray. Some volunteers have been trained to assist patients with eating and you will see that they help patients along with the Nursing Assistants and nursing staff. Your family and friends are welcome to help you too.

Ward Administrators

The Ward Administrators will be able to direct you to appropriate services and can assist with any queries you may have. Please let the Ward Administrator know if you are leaving the ward. They work from 8.30am to 4.00pm and are based at the ward reception desk.

Doctors

You will be under the care of a Consultant in Palliative Medicine during your stay on the ward. Your Consultant’s name will be on the whiteboard in your room. They lead a team of doctors and are responsible for your medical care whilst in hospital. The medical team will help you manage your symptoms as you wish. They will ask you about your priorities and preferences for treatment and advise you about resuscitation and advance care plans.

Oxford University Hospitals NHS Foundation Trust is a large teaching trust. We will ask if you are happy for visiting doctors or student doctors, nurses or therapists to be involved in your care and you may say no if you prefer.
**Therapists**

You will see Physiotherapists or Occupational Therapists as required during your admission. They will work with you to enable you to be as independent as possible, advising you on any aids to help you. They will also advise the nursing staff on how to help you move or be moved if that is difficult for you. Please say if there are any tasks or goals that are important to you, and the therapists will prioritise these. They will also arrange for any equipment that is required for when you go home.

**Social Work and Benefits**

We have a team of dedicated Social Workers on site and a part time Benefits Advisor. Together they provide family support, assist with applying for new benefits and benefit enquiries, and advise on care packages and nursing home placements.

**Art and Music Therapists**

Art and Music Therapists are available to work with any patient who would like to explore feelings and issues through art or music. It is not necessary to have any skill or prior knowledge – just a willingness to partake in the activities.

It is possible to have an initial session to see if either of these therapies are something you would find helpful.

**Chaplain**

A hospital Chaplain is always available to support patients and families. Please ask a member of staff if you would like a Chaplain to come and see you. During the week the Hospice Chaplain will introduce himself to everyone and is available to meet you and your family if you wish. If you would like to meet a representative of your own particular faith group, the Chaplain will be pleased to arrange this.

We have our own Chapel / Prayer Room in the Hospice, which is open day and night.
STAYING AT SOBELL HOUSE

What to bring

Please make sure you have your current medications in their original containers with you so that we can make sure your prescriptions are correct. Your drugs will be stored in our treatment room and will be used to continue your treatment whilst on the ward. As it is difficult to store large amounts of certain medications, occasionally we will ask family members to take these medications back home with them. Any remaining drugs will be returned to you when you leave, along with a supply of any new drugs that may have been prescribed during your stay.

Please bring nightwear and toiletries with you. We also encourage you to wear your own clothes and shoes during the day when you feel well enough.

Please leave valuables at home, or with a relative or friend. Should you choose to bring valuables with you we will need to deposit them in the Cashiers Office safe as we cannot guarantee their safety in your bag or locker on the ward.
**Car parking**

Parking space is very limited and there is no on-street parking nearby. The Churchill Hospital operates a combination of Pay on Foot (barrier controlled parking) and Pay & Display. Car park 2 is nearest to the front entrance of Sobell House. There are some disabled spaces. If your family visits daily we can provide one of them with a reduced rate parking permit form to take to the Cashiers Office. The parking permit needs to be renewed weekly.

For further details and directions to the Cashiers Office please ask the Ward Administrator, or call the Car Parking Office: **01865 225 466**.
Contacting the ward

Your family can call the ward for information.
Tel: 01865 225 873 / 01865 225 870

Nurses are often very busy giving out medications and providing patient care first thing in the morning and last thing in the evening so please limit calls to between 10.30am and 6.30pm where possible. Please designate one person to contact the ward and be responsible for passing on information to family and friends. Other callers will be directed to the family. The names and contact details of the designated family/friends will not be given out to callers. Please be aware that all health professionals have a legal duty to protect patient confidentiality so are limited in the amount of information they will be able to give over the phone.

Personal mobile phones can be used on the ward so friends and family can call patients directly where appropriate. Each bed has a Hospedia phone and TV system. Pre-paid cards can be purchased from the machine on the ward.

Meals – nutrition

Nutrition is very important to us and we aim to ensure patients can eat at a time convenient for them. We have our own kitchen at Sobell House and all meals are prepared freshly each day on site. Your family can also bring food in for you. There is a fridge in the Day Room for patient use.

Meals

- Breakfast – 8.00am
- Lunch – 12.15pm
- Hot drinks and cakes – 3.00pm
- Supper – 6.00pm

Before lunch and supper volunteers will offer you a drink of your choice. Wine, beer and spirits are available, as well as soft drinks. Some medications are not suitable to be taken with alcohol; your nurse will tell the volunteer if this applies to you. This is for patients only and is available free of charge, funded by the Hospice Charity.
We serve hot drinks several times throughout the day. Please ask if you need help outside these times.

The ward has a protected mealtimes policy, which means that where possible we ensure patients are not disturbed by treatment teams, appointments away from the ward and visitors within their bay during mealtimes. If your family would like to help you at mealtimes then please speak to your Nurse. Snacks are available if you do miss a meal.

The Senior Ward Housekeeper will give you a menu for the following day so that you can choose something to your taste, and, if necessary, will help you fill this in. You can indicate whether you would like a smaller portion. If you require a ‘special’ diet we can provide a specific menu or direct you to the appropriate choices on the regular menu.

If your appetite is decreased, high calorie drinks are available. Your Nurse may refer you to a Dietitian to assess your needs more fully.

The meals provided are for patients only. Families/visitors staying in the Hospice can purchase meals through the kitchen. Please ask the Senior Ward Housekeeper if you would like to do this.
Ward rounds and patient review

Patients on the ward are reviewed regularly by the Consultant and/or Registrar alongside the Nurses and Ward Doctors. Patients can also expect to see their own Consultant or the Registrar who works with their Consultant at least once a week.

A multidisciplinary team meeting with a Consultant, Registrar, Ward Doctors and Nurses, Physiotherapist, Occupational Therapist, Social Worker and Chaplain is held twice weekly. Should you wish to speak with a member of the team, either in person or by phone, please do not hesitate to discuss this with your Nurse who can agree a mutually agreeable time. Please highlight any issues which may affect your discharge from hospital at an early stage, so we can work with you to address them.
Relaxation areas available for patients and visitors

We have a comfortable Day Room on the ward with tea and coffee making facilities for patients and visitors, plus fridge, microwave, ice machine, television, books and a play area for children. Donations towards tea and coffee are always appreciated.

We have two Quiet Rooms which are used by members of the care team for discussions with families. Patients may use these too if they are available. Please feel free to use the main Hospice reception area and the Day Service Room too. There are also several garden areas. Please ask staff to show you where these areas are. Please be aware that patients take precedence over visitors in the use of these facilities and also respect others’ need for quiet. We appreciate your help in keeping these areas tidy and leaving them as you would like to find them. Thank you.
VISITING SOBELL HOUSE

Families and friends are welcome in Sobell House. Their presence brings comfort and may be very helpful if patients are feeling anxious or troubled.

We ask that you remain aware of other patients and families, respecting the privacy and dignity of patients and the fact that people may be distressed. We operate a flexible visiting policy in Sobell House Hospice. Close family members are welcome at any time. For all other visitors, general visiting times are from 2.00pm - 8.00pm. Please make yourself known to a member of the nursing team before entering a patient’s room, to ensure the patient is happy to receive a visitor.

During office hours Sobell House main reception is manned by staff and volunteers. Outside reception opening hours, please ring the bell to gain entrance to the ward. The nursing staff need to let you in. We apologise in advance as there may be a delay if the staff are attending to patients.

Staff will be aware of family we have called in, and will be waiting for them.

Relatives’ Room

Every side room has space for a family member to stay in a recliner chair overnight. We also have one Relatives’ Room where family may stay. There is an ensuite shower room in the Relatives’ Room. This facility is in high demand so if you wish to use it then please ask your Nurse. It cannot be booked in advance; all requests will be considered at the morning handover meeting and the room allocated. This will be reviewed on a daily basis.

We also have two chairs that convert into beds, which may be used in side rooms or the bay – space permitting. These are in the Quiet Room opposite the Doctors’ office.
Children and the Hospice

Children under the age of 18 must be supervised by an adult at all times. Staff are unable to undertake this supervision and children are the responsibility of this supervisor at all times, to support them emotionally and ensure their safety. As a spouse or close relative of the patient you may wish to undertake this responsibility, but if you need to spend more time with your loved one, it is essential that another adult is available for the child. This will allow them to spend time with your child at, or away from the bedside, continue to support them emotionally during this difficult time and take the child home, or away from the Hospice at their request.

We do not recommend that children stay in the Hospice overnight. If you think there are special circumstances, then please speak to the Ward Sister or Shift Coordinator, and your individual situation will be taken into account. You may want to notify the child’s school as they can also provide support and advise regarding routines, exams and school attendance.

**Flowers and plants**

Fresh flowers and plants are allowed on the ward at Sobell House.

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**Important Information!**

As many patients on the ward are susceptible to infection, please can visitors avoid coming to the ward if they may have, or have recently been exposed to an infection, especially chicken pox, or have been suffering with vomiting, diarrhoea or flu. Please ask the Nurses if you are unsure.
**ADDITIONAL INFORMATION**

**Day Service**

Sobell House runs a Day Service which provides invaluable support to patients in the community. Up to 20 patients per day attend this service. As an inpatient you are welcome to attend if you are well enough. Various activities take place daily, including art and the option of complementary therapy treatments in a very informal and relaxing environment. If you are already known to the Day Service team you would be welcome to attend on your regular day, and additional days if they can accommodate you. Please talk to your Nurse about this.

**Triage**

If you experience problems after being discharged from the ward, please contact our Sobell Triage Team.
Tel: **01865 857 036**
9.00am - 4.00pm, 7 days a week.

At all other times please telephone the ward.
Tel: **01865 225 873**

You can also contact the ward via Switchboard
Tel: **0300 304 7777**
and asking them to bleep the Ward Coordinator on **5546**.
Sobell House Hospice Charity

The Hospice service is provided by Oxford University Hospitals NHS Foundation Trust with additional funding from charitable donations.

All donations are very gratefully received. The Sobell House Hospice Charity team would be happy to come and speak with you if you wish to find out more.

The Charity raises money through its many fundraising activities, Sobell Lottery and its ten shops and warehouses around Oxfordshire. If you would like more information about the Charity please visit the Charity office at the Hospice. The office is open Monday to Friday 9.00am to 5.00pm.

Tel: 01865 857 007
Email: mail@sobellhospice.org
www.sobellhospicecharity.org.uk

Feedback

Please tell us about your experience on our ward.

Please raise any concerns with staff at the time, and ask to speak to the Sister or Shift Coordinator who will be happy to listen and resolve any issues wherever possible.

You can also contact our Deputy Matron: 01865 225 860.

If staff are unable to resolve your concerns please contact our Patient Advice and Liaison Service (PALS).

Tel: 01865 221 473 / email PALSCH@ouh.nhs.uk

You can also email feedback@ouh.nhs.uk
FURTHER SUPPORT and USEFUL CONTACTS

There are various patients’ and carers’ information booklets around the ward for you or your family to take away and read. Please also look at the noticeboards for details of where to find additional support.

MAGGIE’S CENTRE, CHURCHILL HOSPITAL
Tel: 01865 225 690
www.maggiescentres.org

Maggie’s Centre provides information and support to address every aspect of living with cancer – from the practicalities of claiming benefits, to the physical and emotional effects that people might be experiencing. It is also a very beautiful and tranquil place to visit and staff welcome people who want to just come and find a quiet space.

Open Monday to Friday 9.00am - 5.00pm.
No appointment necessary, just pop in for a cup of tea.

CARERS OXFORDSHIRE
Tel: 0845 050 7666
www.carersoxfordshire.org.uk

Carers Oxfordshire listens to carers and provides information and advice to help them get the support they need.

MAGGIE’S CANCERLINKS
http://cancerlinks.maggiescentres.org/

Local gateway to national high quality cancer information across Berkshire, Buckinghamshire, Oxfordshire and Wiltshire.
MACMILLAN CANCER SUPPORT
www.macmillan.org.uk
Macmillan Cancer Support is a UK charity supporting people with cancer and their families with specialist information, treatment and care.

MACMILLAN SUPPORT LINE
Tel: 0808 808 0000 Monday to Friday 9.00am - 8.00pm (Free call)
For answers, support or just a chat.

CANCER RESEARCH UK
www.cancerresearchuk.org
Cancer Research UK provides patients and health professionals with information on lifestyle, cancer and current research.

USEFUL CONTACTS
Sobell House Ward: 01865 225 873/01865 225 870 (cordless)
Sobell House Triage Team (9.00am-4.00pm, seven days a week): 01865 857 036
Sobell House Reception: 01865 225 860
Churchill Hospital Switchboard: 0300 304 7777
If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call 01865 221 473 or email PALSJR@ouh.nhs.uk